

Section VI
2016 Department on Aging
PROGRAM SPECIFICATIONS/GUIDELINES

Applicants for the Milwaukee County Department on Aging (MCDA) funding to provide the coordination and facilitation of **Evidence Based Prevention Programs** (EBPP's) must comply with and incorporate the following specification and guidelines.

Applicants must include a description, along with measurable objectives and outcomes of how they will meet specific guidelines, program activities, and provider responsibilities in the indicated sections of **Exhibit 1, Description of Proposed Programs and Services**.

1. Program Activities

Coordinate a sustainable wellness and prevention system using evidence based prevention programs including CDSMP (Chronic Disease Self-Management Program) and Stepping on – Falls Prevention Program, as the foundation of efforts to increase self-efficiency in managing chronic conditions.

- a. The applicant will clearly describe their proposed programs, services and activities, including days and hours of operation, number of persons to be served, number of workshops to be provided, and neighborhoods and facilities in which these programs will be provided.
- b. The applicant must clearly demonstrate how they will develop and implement a marketing plan that includes on-going outreach and recruitment to increase both numbers of participants and leaders.
- c. The applicant will describe their method of recruitment, training, connection and retention of leaders.
- d. The applicant will describe their method of recruitment and coordination of scheduling workshops including: assigning leaders, securing host sites, completion of paperwork, and acquiring needed supplies.
- e. The applicant will describe how they will maintain a computerized database for each participant and leader that includes essential contact information.
- f. The applicant will describe their method for developing a referral mechanism with MCDA's Resource Center for potential participants.
- g. The applicant will describe their method of evaluation for assessing the quality of workshops provided.
- h. The applicant will describe their method of evaluation for their trained leaders.
- i. The applicant will clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of an emergency.
- j. The applicant will demonstrate their ability to coordinate this program with other community based organizations which provide EBPP's to older adults in Milwaukee County.
- k. The applicant must demonstrate a willingness to perform other activities that may be agreed upon and included in the Milwaukee County Department on Aging contract.
- l. The applicant will provide recommendations for future program offerings.

2. Provider Responsibilities

- a. Provide management and coordination for the delivery of specified evidence based prevention programs for Milwaukee County older adults.
- b. Facilitate recruitment, scheduling, coordination, and evaluation of new classes, workshops and programs.
- c. Facilitate recruitment, training, scheduling, communication, evaluation and retention of new leaders.
- d. Facilitate communication, scheduling, evaluation and retention of current leaders.
- e. Attend monthly EBPP statewide meetings and committee meeting in person or by conference call if this option is offered.
- f. Attend monthly MCDA Wellness Council meetings.
- g. Complete all data collection, record keeping, and report submission as required by the State of Wisconsin.
- h. Submit quarterly reports to MCDA identifying service numbers using a format determined by MCDA.
- i. Work directly with MCDA Program Coordinator to achieve identified goals related to number of workshops offered, number of trained leaders, and number of participants.

3. Unacceptable Program Activities

- a. Activities that are unrelated to the Department on Aging service contract.

4. Eligible Clients

- a. Milwaukee county residents over the age of 60 are eligible for EBPP services.

5. Initiation and Discontinuation of Services

- a. Evidence based prevention programs will begin on first contracted day because this is a continuation of service and EBPP workshops are currently scheduled.
- b. EBPP Services will end once the Department on Aging determines EBPP's are no longer a need or a similar service is available through another resource.

6. Generation of Clients

- a. The applicant must clearly demonstrate how they will generate potential clients for the programs.
- b. The agency will accept all appropriate referrals from the Department on Aging and other agencies serving older adults.
- c. Priority must be given to older persons who have the greatest economic and social need (as defined by the State of Wisconsin, Bureau on Aging). The Act defines these terms as follows:
- d. The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and Budget.
- e. "The term 'greatest social need' means the need caused by non-economic factors which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation including that caused by racial or ethnic status

which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently.”

- f. Priority must be given to those clients referred by the Milwaukee County Department on Aging.

7. Program Personnel and Training

- a. Applicants must submit a staffing plan, including the job descriptions for each position receiving full or partial MCDA funds involved in this program.
- b. Recognition will be given to those programs, which will employ older adults age 45 or over in the provision of services.
- c. Personnel funded wholly or in part by the Department on Aging must spend a percentage of their time on Department on Aging supported activities equal to the percentage of their compensation paid with Department on Aging funds.

Training

- a. Agency staff training will include, but not be limited to, volunteer management, maintenance or accurate record keeping and community services.
- b. A training log must be kept of in-service training. The log must contain the topic(s) of the training sessions, the date, the name and qualifications of the trainer, the names of the persons attending the training and the duration of the training.
- c. Training of volunteers/staff should include but not be limited to the following: orientation on their duties and responsibilities, expectations, and what to do in an emergency situation.

8. Program Coordination

- a. The applicant must demonstrate how they will establish or maintain linkages with the Department on Aging and other programs/services for older adults in Milwaukee County.
- b. The provider of EBPP Services must coordinate this service with other programs and services for older adults. The applicant must provide information regarding their experience in coordinating aging programs and services.

9. Program Goals and Objectives

- a. The applicant must specify the program objectives, methods, and time frame to achieve objectives for the EBPP programs, such as: anticipated number of persons to be served, number of workshops to be provided, and neighborhoods and facilities in which these programs will be provided, as well as, evaluation summaries, customer satisfaction survey results, and other expectations of the program.
- b. A most recent strategic plan or a detailed summary that outlines activities (fund development, leadership transition, board development, etc.) for the applicant agency should be included in the program application.
- c. Other general agency planned outcomes should be included in the program application.

10. Reporting and Billing Requirements

- a. Providers must submit to the Department on Aging a monthly bill for services provided and any appropriate service reports by the fifth working day of each month.
- b. Complete all data collection, record keeping, and report submission as required by the State of Wisconsin.
- c. Submit quarterly reports to MCDA identifying service numbers using a format determined by MCDA.

11. Contributions

- a. The applicant agrees to provide all clients with the opportunity to make a voluntary contribution toward the cost of EBPP's in accordance with prevailing Department on Aging policy. Contributions will be reported in monthly billing reports in the month received and used for EBPP's program enhancement.

12. Reimbursement

- a. Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

13. Insurance Requirements

- a. "Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:
 - (1) General liability;
 - (2) Automobile liability;
 - (3) Employers liability;
 - (4) Workers compensation;
 - (5) Waiver of subrogation for workers compensation in favor of Milwaukee County;
 - (6) Comprehensive Crime/Employee dishonesty;
 - (7) Milwaukee County Department on Aging as additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, provides certificate(s) of insurance that includes all items listed above."